

Complaints Policy

Policy	Complaints HRG
Issue	3
Accountable person	Chief Executive
Responsible person	Executive Assistant to the Chief Executive
Consulted	Senior Leadership Team and Staff Forum
Approved by	Senior Leadership Team
Date approved	26 February 2018
Review timeframe	February 2021

Purpose of the policy

This policy sets out how Prospect Hospice will respond to external concerns and complaints, verbal and written, formal and informal.

Policy statement

Prospect Hospice seeks at all times to provide the best possible quality of service for all patients, families, friends and supporters, but recognises that people may from time to time be concerned or dissatisfied in some way with their experience. The hospice endeavours to make it as easy as possible for a concern or complaint to be raised.

At Prospect Hospice we will take all concerns and complaints seriously and deal with them in a prompt, respectful, fair and efficient manner.

The hospice views reported concerns and complaints as a valuable opportunity to review and continuously improve its service and is grateful to those who take the time to raise their concerns. The hospice wishes to learn from its mistakes and will share complaint information in order to minimise the risk of any continued impact or future reoccurrence. Complaints will be reviewed by the senior leadership team and Trustees quarterly.

Our **“We value your feedback”** publication should be included with any acknowledgment and its availability referred to on the hospice website at www.prospect-hospice.net

Complaints and concerns, in being managed fairly, will not assume blame of any party. As required Prospect Hospice conducts investigations to identify where and how it may have failed to meet complainant’s expectations.

In the event of a concern or complaint being raised about a member of staff, no matter how senior including the Chief Executive, Trustees or Chairperson it will be investigated.

Applicability

This policy applies to the handling of all external complaints by all staff and volunteers across all departments of the charity, including Trustees.

Definitions

A complaint refers to any concern or dissatisfaction raised externally whether verbal or in writing, raised formally or informally.

An **informal concern or complaint** is one where the complainant expressly asks not to be contacted further on the outcome of any resolution, action or investigation, **however since the hospice wishes to learn from any mistakes it may have made, the concern or complaint should still be managed**

through the complaints policy and detailed procedure. *No contact should be made to the complainant.*

Anonymous complaints should be dealt with in the same way.

Responsible office

Complaints are logged and monitored for compliance with the hospice complaints procedure by the Executive Assistant to the Chief Executive.

Implementation procedures

The Prospect Hospice Complaints procedure should be referred to when managing all complaints.

Complaints Procedure

Procedure	Complaints
To support policy	Complaints
Responsible person	Executive Assistant to the Chief Executive
Consulted	(?? <i>Staff Forum</i>) and Senior Leadership Team
Approved by	Senior Leadership Team
Date approved	Xx February 2018
Review timeframe	Xx February 2022

Procedure description

This procedure sets out in detail how the staff, volunteers and Trustees of Prospect Hospice will receive and manage all concerns and complaints, verbal or written, formal and informal and anonymous. In accordance with the charity's values, concerns and complaints will be managed at all times respectfully, in an inclusive manner, with compassion and honesty and using the complainants preferred route of communication.

Areas of responsibility

All staff, volunteers and Trustees are asked to actively listen to and receive concerns or complaints raised by any patient, family, carer, supporter, visitor or contractor.

This may include assisting vulnerable adults in using the hospice complaints process and every step should be taken to achieve this.

Procedure details

1. Any member of staff, volunteer or Trustee receiving a concern or complaint of any type should make every attempt to resolve the complaint in the most sympathetic and effective way as possible **as it arises**, involving their line manager immediately if they do not have the authority or the resources to provide a solution or they need support in managing the complaint. **The line manager should be made aware, even if a successful resolution has been found in order that they can assess if a complaint is linked to a series or wider trend of previously reported complaints.**
2. If the concern or complaint cannot be resolved at the time it is raised it should be reported to the line manager with immediate effect and the complainant advised of this accordingly.
3. If a concern or complaint is made in writing the member of staff, volunteer or Trustee must **always** pass this to a line manager, even if a resolution can or has already been made.
4. All middle managers, members of the senior leadership team must notify the Executive Assistant to the Chief Executive of unresolved concerns or complaints by the close of the working day they are reported. Concerns or complaints raised about the Chief Executive or a Trustee must be notified to the Chair of Board of Trustees.
5. The Executive Assistant to the Chief Executive is responsible for ensuring a formal acknowledgement of receipt of the concern or complaint is made either by post, email or telephone using the complainant's preferred style of communication assessed by their inbound contact when raising their concern or complaint within 2 working days of its receipt.

6. At the time of formal acknowledgment the complainant will be advised that an internal investigation taking no more than 20 days will be undertaken, after which they will receive a formal response.

A printed copy of **“We value your feedback”** should be included if the acknowledgment is by post, attached if by email and referred to its availability on the hospice website at www.prospect-hospice.net if by telephone.

7. In circumstances where the complaint will take longer to investigate due to its complexity, the investigating officer must advise the Executive Assistant to the Chief Executive who will ensure the complainant is notified.

Investigations

8. Unresolved concerns or complaints will require an investigation in which relevant documents are reviewed and personnel interviewed for their knowledge of or involvement in the complaint.
9. All middle managers, members of the senior leadership team, the Chief Executive and Trustees may appoint Investigating Officers, dependent upon the level and type of concern or complaint. **Appointed Investigating Officers should be chosen from a team or department other than the one about which the complaint has been made.**

Formal response to the complainant

10. A formal response to the complainant must be written by the Investigating Officer at the conclusion of the investigation. A template to assist with structure of the response is available on shared drive xxxxxxx
11. A copy of the formal response must be provided to the Executive Assistant to the Chief Executive in order to close the complaint file.
12. Anonymous complaints once investigated should be kept on file and recommendations documented and passed to the relevant senior and middle manager to implement the recommendations.

Appeal

13. If the complainant is unsatisfied with the outcome of the hospice formal response, they may request a further review. Reviews will be conducted by 2 senior personnel not previously involved and taking no more than 20 working days.
14. One of the senior personnel will make a formal response of the review outcome.
15. A copy of the formal response must be provided to the Executive Assistant to the Chief Executive in order to close the complaint file.
16. If a complainant continues to be dissatisfied, they may be directed towards:
The Information Commissioners Office Tel: 0303 123 1113 (*insert web link here*) if their complaint relates to information rights.
The Care Quality Commission Tel: 03000 616161 <https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider> if the complaint relates to standard of care.
The Fundraising Regulator Tel: 0300 9993407 <https://www.fundraisingregulator.org.uk/> if the complaint relates to fundraising.

The Charity Commission Tel: 0300 0669197

<https://forms.charitycommission.gov.uk/raising-concerns>, if the complaint relates to governance matters.

References

Related Prospect Hospice policies

Xxxxx

Xxxxxx

Xxxxx

National guidance and compliance requirements

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015

Care Quality Commission Regulation 16: Receiving and acting on complaints

Further help

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